

# Philips TV Software Upgrade with Portable Memory

## Introduction

Philips offers software upgrade capability for your TV using USB portable memory. After you have completed a software upgrade, your TV will typically perform better. What improvements are made depends on the upgrade software you are using as well as the software your TV contained before the upgrade. You can execute the software upgrade procedure yourself. Be aware that the content of this document is addressing technical and software skilled users.

Preparing a portable memory for software upgrade

For the procedure you will require:

- A personal computer with web browsing capability.
- An archive utility that supports the ZIP-format (e.g. WinZip for Windows or Stuffit for Mac OS).
- A preferably empty USB memory stick.

*Note: Only FAT/DOS-formatted portable memory is supported.*

New software can be obtained from your dealer or can be downloaded from the [www.philips.com/support](http://www.philips.com/support) website:

1. Go to [www.philips.com/support](http://www.philips.com/support) using the web browser on your PC.
2. Follow the procedure to find the information and the software related to your TV.
3. Select the latest software upgrade file and download it to your PC.
4. Decompress the ZIP-file and copy the "upgrade.pkg" to the root directory of the USB portable memory.

*Note: Only use software upgrades that can be found on the [www.philips.com/support](http://www.philips.com/support) web site.*

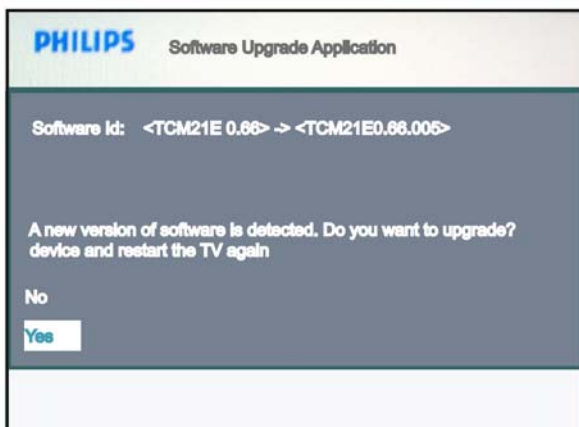
## Verifying the version of the TV software

Before starting the software upgrade procedure, it is advised to check that what the current TV software is:

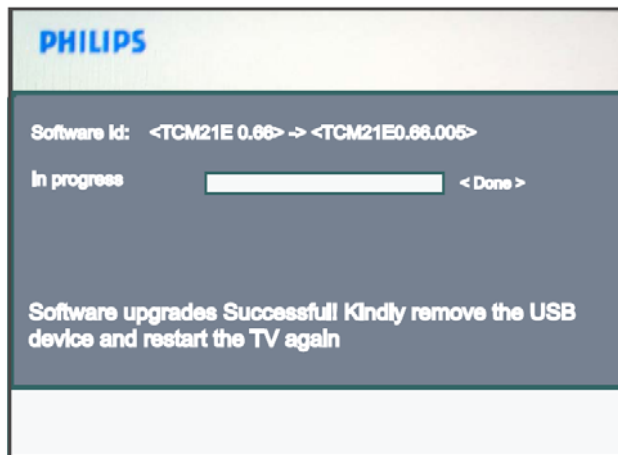
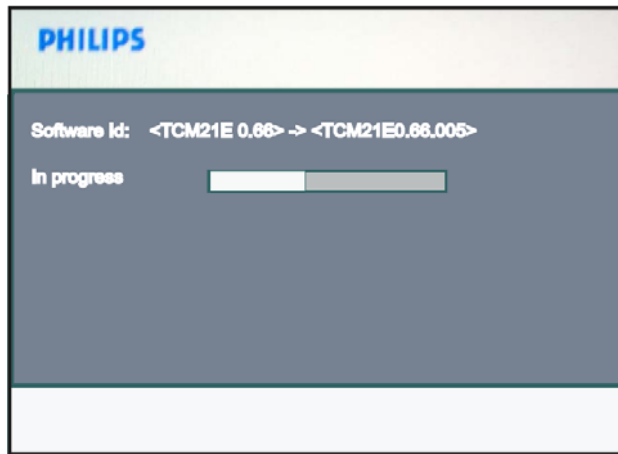
1. Select Current Software Info in the Installation Menu
2. Observe the version and the description of the current software

## Automatic Software Upgrade Procedure

For automatic software upgrade copy the "upgrade.pkg" file in the root directory of the USB portable memory.



1. Power off your TV and remove all memory devices.
2. Insert the USB portable memory that contains the downloaded software upgrade.
3. Switch on your TV and at startup, the TV will scan the USB portable memory until it finds the update content. The TV will automatically go to the upgrade mode. After a few seconds it will display the software upgrade application.
4. In the event where the USB is not detected upon power up, remove USB stick from the TV and plug it back again to the TV set. Wait for a few seconds and the Software Upgrade application will be displayed.



5. Upgrading will now begin and the status of the upgrade procedure will be displayed.

Warning:

- You are not allowed to remove the USB portable memory during the upgrade procedure!
- In case of a power drop during the upgrade procedure, don't remove the USB portable memory from the TV. The TV will continue the upgrade as soon as the power comes back.
- If you try to upgrade to a software version lower than the current version, a confirmation will be asked. Downgrading to older software should only be done in case of real necessity.
- If an error occurs during the upgrade you should retry the procedure or contact your dealer.

6. When the software upgrade is successful removed the USB portable memory and restart your TV. Your TV will start up with the new software.

*Note: Once the upgrade is finished use your PC to remove the TV software from your USB portable memory.*

# Software History

## **TCM21E 0.66.012**

Following issues were solved.

- TV responds to set-top box remote control.

## **TCM21E 0.66.011**

Following issues were solved.

- Digital channels are not arranged in the correct order in country, Italy.
- Change screen format handling for 4:3 signals for scart

## **TCM21E 0.66.010**

Following issues were solved.

- Picture format does not follow the user settings when receiving a 4:3 broadcast.

## **TCM21E 0.66.009**

Following issues were solved.

- Implementation of new product ranges.

## **TCM21E 0.66.008**

Following issues were solved.

- Intermittent signal lost when viewing pay channels/services.

## **TCM21E 0.66.007**

Following issues were solved.

- German channels are not rank/sort in the correct order.

## **TCM21E 0.66**

Following issues were solved.

- TV startup itself every evening at around 6 pm.
- TV is blocked and doesn't respond after initial installation.

## **TCM21E 0.60**

Production release version.